TOSHIBA User Guides CIX 40

How To Change the Main or Company Greeting

In order to record your main greeting, YOU MUST FOLLOW BOTH PART 1 & 2 OF INSTRUCTIONS BELOW

First Part of Recording the Main Greeting (this is the greeting part "Thank you for calling ABC company"):

Dial voice mail number (Usually 250)
When answered dial # then dial *

Enter mailbox 990

Password 990997(unless it has been changed.

Then press 3 for mailbox options.

Then follow prompts.

Second Part of Recording the Main Greeting: (this is the part that tells the caller what to do "Dial 1 for sales, 2 for service, etc.):

For second part of main greeting follow steps 1 and 2. Step 3 will be mailbox 991 and password will be 991997

How to reset or delete a voicemail password on the Strata Messaging:

Press the message button or dial pilot number for voicemail (usually 250)

Press # then *, immediately while the prompt is saying name

Press #, while prompt is saying "office closed" message

Enter 100 when prompted for mailbox number

Enter 0000, for password

Press #, while prompt is telling you how many messages the mailbox has

Press 3 for "Edit Password"

Enter the extension number of the mailbox that needs resetting

Then follow the prompts to reset or delete password

How to change main greeting on the Strata Messaging:

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Press # then *, immediately while the prompt is saying name

Press #, while prompt is saying "office closed" message

Enter 100 when prompted for mailbox number

Enter 0000, for password

Press #, while prompt is telling you how many messages the mailbox has

Press 2 for "Record a Prompt"

Enter 102 for "Prompt number", there will be a pause

Then follow the prompts to change

How To Access Voicemail Administration on the TOSHIBA DKT Phone System (for changing time, passwords, etc):

Dial into your voice mail box

press *999#

Then enter your password of 1234#

Then hit *8

Then follow the prompts to enter in the time for the voice mail